

OPERATIONS SUPPORT SERVICES MANAGER

DEFINITION

To plan, organize, direct and coordinate the activities of the administrative support division within the Police Department including communications, jail, records, animal services, property/evidence, crime scene investigations, public safety information technologies (IT) and fleet; to coordinate the activities of the aforementioned bureaus with other divisions and departments; and to provide highly complex staff assistance to the Chief of Police.

DISTINGUISHING CHARACTERISTICS

This is an unrepresented mid-management classification that oversees, directs, and participates in activities of the administrative support division within the Police Department, including day-to-day operations and short-range and long-range planning including budgeting. Responsibilities include coordinating and managing the complex functions and activities of the assigned programs with those of other divisions. The incumbent is accountable for accomplishing program planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines.

This position is further distinguished from other mid-management positions in that it may be required to act in the capacity of Chief of Police in his or her absence.

SUPERVISION RECEIVED

Receives general direction from the Chief of Police.

SUPERVISION EXERCISED

Exercises direct supervision over assigned sworn, supervisory, professional, technical and administrative support personnel.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct administrative support activities including Communications Center, Jail, Records, Animal Services, Property/Evidence, Crime Scene Investigations, Public Safety IT, and Fleet Bureaus.

Oversee the development of the administrative support work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Prepare the division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

ESSENTIAL DUTIES (continued):

Recommend the appointment of personnel; coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the Police Department.

Develop staffing plan, study crime statistics, calls for service and other reports to determine trends and make recommendations for changes in organization and operating procedures.

Monitor overall maintenance program of equipment, computer programs, technology refresh, and repairs of the Communication Center, Jail, Records, Animal Services, Property/Evidence, Crime Scene Investigations, Public Safety IT, and Fleet Bureaus.

Respond to citizen complaints and requests for information.

May serve as acting Chief of Police as assigned.

Represent the department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with other City employees and the public using principles of good customer service.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of public safety administration including records management, public safety communications, and property management.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal rules, regulations and laws.

Modern public safety principles, methods, practices and techniques with particular emphasis in activities of assigned division.

Laws, rules and regulations pertaining to the operation and function of a Type 1 Jail facility.

Modern office procedures and computer equipment.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Knowledge of (Continued):

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize and direct the administrative support operations.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both written and orally.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five (5) years of increasingly responsible experience in public safety; including at least two (2) years of management experience equivalent to command level experience (Lieutenant or higher).

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in public safety or a related field.

Licenses and Certificates: Possess and maintain a valid California Class C driver's license. Possession of an Advanced POST certificate highly desirable.

**SPECIAL REQUIREMENTS:**

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; safely drive to various locations throughout the City and County to manage, direct, coordinate and/or participate in meetings and community events in a variety of community settings and weather conditions; make effective presentations to public audiences; conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 25 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

**PROBATIONARY PERIOD:** Two (2) Years

1104CS11

September 2000

Revised December 2011

Revised December 2014

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt